

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 11 - HICAP Services of Northern California

From: 07/01/2011 To: 06/30/2012

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	365	26	901	3,360	197	295	518	351	2.59
CDA Established Benchmark	376	26	2,221	1,915	103	372	301	178	0.73
Needed to Reach Benchmark	11	0	1,320	-1,445	-94	77	-217	-173	-1.86
% Above or Below Benchmark	2.93	0.00	59.43	-75.46	-91.26	20.70	-72.09	-97.19	-254.95
Results for Same Time Last Year	305	20	669	5,833	123	317	481	316	2.08
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			10.6	39.7	12.5	8.8	6.1	4.1	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	